 

**Contract for:**

**NEW TENANT DECORATION SCHEME PAINT PACKS & IDENTIFIED DECORATION EQUIPMENT AND UTENSILS**

**Invitation to Tender**

**ITT Schedule 1**

**Specification and Scope of Work**

**Client: Newcastle City Council**

**Nominated Representative: Your Homes Newcastle**

**Background, Specification and Scope of Works**

**1. Introduction:**

Your Homes Newcastle (YHN) was established in 2004 to manage homes on behalf of Newcastle City Council. As an Arms-Length Management Organisation (ALMO), YHN is owned and controlled by Newcastle City Council but operates at arms-length, with its own business plan, governance structure, workforce, operational procedures and premises.

Your Homes Newcastle (YHN) currently manages almost 27,000 general needs properties: approximately 26,300 on behalf of Newcastle City Council (NCC), and almost 700 which are owned by Leazes Homes. YHN also manage approximately 1,500 leasehold properties on behalf of Newcastle City Council.

As well as being one of the largest ALMOs in the country, YHN are one of the most diverse in terms of the range of services we deliver. YHN employ over 800 staff.

Our statement of purpose:-

* Delivering great services, enabling people to thrive in great communities, supporting a great city

Our vision for 2020:-

* We will be high performing, innovative and focussed on providing quality housing management and support services. We will make the money deliver across everything we do while continuing to create positive outcomes for our customers

Our objectives:-

* Keep the housing stock decent, and neighbourhoods clean and safe
* Collect the rent and let properties efficiently
* Promote health and wellbeing and support vulnerable people to enjoy independence

Our structure:-

* In October 2015 we established a new company structure. Asfaleia Limited is our charitable subsidiary and Abri Trading Limited is our trading subsidiary

Further information about Your Homes Newcastle can be found at our website [www.yhn.org.uk](http://www.yhn.org.uk)

**2. Background:**

YHN seeks to establish a renewed Contract for the provision of paint packs and identified decoration equipment and utensils for their new tenants. YHN therefore invites Tenders from any experienced parties wishing to be considered to provide the Services and enter into the agreement with the company. As a guideline to all interested parties, over the past year of our current Contract, we have spent a total of approximately £125,000 on the supply of paint packs and accessory packs to our new Tenants. Also in the last 12 months, there have been almost 1400 separate orders raised, covering the various property types identified within our pricing schedule (see ITT Schedule 6).

**3. Specification and Scope of Works:**

YHN has a portfolio of approximately 27,000 properties.

The Contract for the provision of paint packs and identified decoration equipment and utensils for their new tenants is to commence on 1st January 2019 for an initial period of 24 months (2 years), until 31st December 2020 and, with the option to extend for a further period of 2 x 12 months (1 year + 1 year) until 31st December 2022.

This section is split into two parts, ‘Part A’ and ‘Part B’:-

Part A consists of “Pass / Fail questions”. **All tenderers MUST pass all questions before proceeding to part B**. Any questions ‘failed’ will mean that the tender response can not be taken forward to the evaluation process.

Part B consists of the ‘Quality’ criteria questions. These relate to the following:-

Question 1: Experience (5%)

Question 2: Ordering and Delivery (15%)

Question 3: Security and Auditing (10%)

Question 4: Customer Care and Complaints Resolution (10%)

Question 5: Literature and Advice (5%)

Question 6: Account Management (10%)

Question 7: Approach to a Partnering Relationship (5%)

Part A

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Yes**  **(✓)** | **No**  **(✓)** |
| 1 | Do you offer a decoration paint pack scheme to the tenants of Social Landlords? |  |  |
| 2 | Do you have a web-portal to provide an on-line ordering service to Customers? |  |  |
| 3 | Do you offer a doorstep delivery service for these decoration paint packs to the identified tenants’ addresses, (including high-rise blocks of flats), within 48 hours of receiving the order? |  |  |
| 4 | Do you offer a varied choice of colours to tenants when choosing their paint pack? |  |  |
| 5 | Do you have the capacity to deliver to all areas of the City of Newcastle upon Tyne? |  |  |

(Please place a ‘✓’ in the relevant box to represent your response to each question)

Note: A ‘**No**’ response will be awarded an automatic “**Fail**”

Part B

Quality Questions (**60% of overall scoring**)

The results and scores from this section will be added together with the scores from the pricing schedule. Together, these two scores will provide your total score awarded for your tender response

Scoring matrix

Your Homes Newcastle and Newcastle City Council will score all answers to the questions raised in this section in accordance with the graduated approach set out in the following table.

|  |  |
| --- | --- |
| Score | Classification |
| 100 | Exceptional response in all areas |
| 90 | Exceptional response with some minor shortcomings, or very good response with some exceptional elements |
| 80 | Very good response in all areas |
| 70 | Very good response with some minor shortcomings, or good response with very good elements |
| 60 | Good response in all areas |
| 50 | Good response with some minor shortcomings, or acceptable response with good elements |
| 40 | Acceptable response in all areas |
| 30 | Acceptable response with some minor shortcomings, or poor response with some acceptable elements |
| 20 | Poor response in all areas |
| 10 | Very poor response that is significantly below expectations in all areas |
| 0 | No response, or inappropriate response in all areas |

With reference to the following questions, please note that Tenderers are advised to that each criteria question will be evaluated and scored independently. The evaluation team will not consider responses in excess of the stated word count or, that are contained as part of other criteria question responses. Tenderers are therefore fully responsible for ensuring that they make the strongest case within the specified word count limit for each criteria question required.

|  |  |  |
| --- | --- | --- |
| **Criteria Question Reference** | **Criteria** | **Question Weighting (%)** |
| 1 | In **no more than 750 words**, please detail your experience (with examples) in supplying decorating paint pack schemes to Social Housing providers | **5%** |
| 2 | In **no more than 1250 words**, describe how you would provide a quality and accessible ordering and delivery service. Please detail how the ordering process works and how your appointment process and re-delivery systems operate. Please identify your locally-based outlets that you anticipate will deliver this service. | **15%** |
| 3 | In **no more than 1000 words**, describe how you would provide security measures and audits in the delivery and accounting systems. | **10%** |
| 4 | In **no more than 1000 words**, describe your approach to Customer Care including complaints resolution and meeting the needs of customers who may have additional needs and requirements. Please include details on your Customer Care Standards | **10%** |
| 5 | In **no more than 750 words**, provide details of any relevant literature and advice provided in the pack. In particular, Health and Safety guidance to tenants, any technical advice on the use of materials, the range of colour choices available and, the disposal of any unused materials (ie.collection or paint recycling, etc) | **5%** |
| 6 | In **no more than 1000 words**, describe how you would provide account management to support Your Homes Newcastle. Confirm detail of your reporting and invoicing processes, including the methodology, frequency, range of data and format in which it will be made available and to what degree this can be customised to meet YHN’s requirements.. | **10%** |
| 7 | In **no more than 750 words**, describe your approach to a ‘social value’ partnering relationship with Your Homes Newcastle, Newcastle City Council, Leazes Homes, their tenants and Community Organisations | **5%** |
|  | **Total** | **60%** |

**4. Tender Submission:**

When you are submitting your Tender electronically by means of Your Homes Newcastle’s e-tendering system, the Tender should be submitted in accordance with its conditions as stated within ITT Part 2 – Summary Instructions and Details of Contract document.

**5. The Contract:**

YHN will contract only on the accompanying terms and conditions. The work and services will be charged and paid against the prices submitted and agreed in the pricing schedule, for the initial Contract term.

Tenderers should submit one electronic copy of their Tender via the web portal [**https://procontract.due-north.com**](https://procontract.due-north.com), which is compatible with Microsoft Office 2010 or Acrobat/PDF. Your tender submission should be uploaded onto the portal **no later than 12.00pm, (noon) on Friday 14th September 2018.**